Partnering with GSA

in the

"New"

Office of National Customer Services Management

Steve J. Rosen
National Account Manager
Department of Defense / Department of Homeland Security
May 6, 2004

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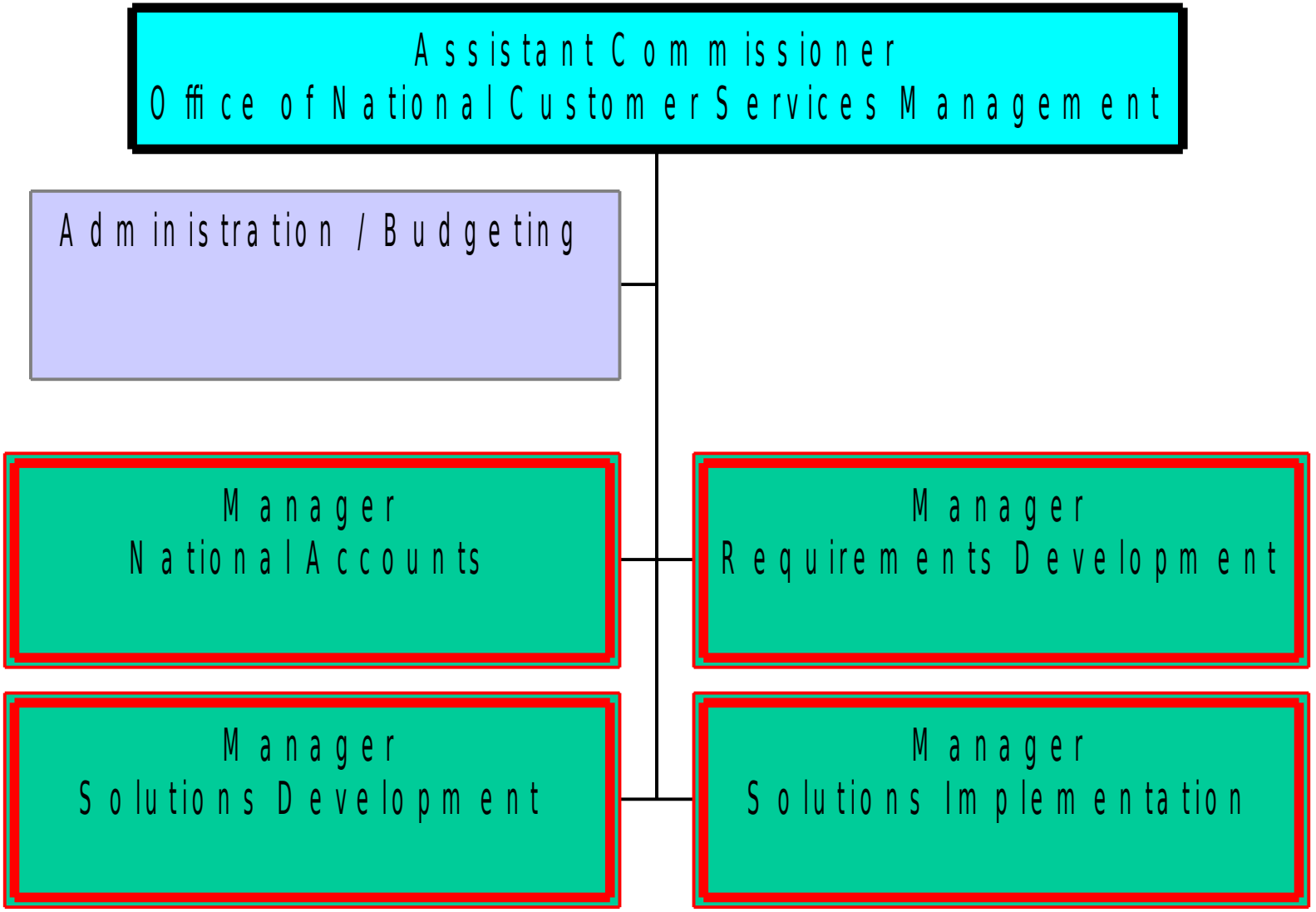

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NATIONAL ACCOUNTS PROGRAM – CREATING THE PARTNERSHIP

- **Develop Customer strategies**
- **Ensure consistent and effective Customer Coverage Strategy**
- **Collaborate with Regional Customer Services Staff**
- **Understand and Communicate Customer capabilities**
- **Ensure that PBS resources understand and support Customer Requirements**

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REQUIREMENTS DEVELOPMENT

- **Develop core mission products and services to meet Customer requirements**

- **Ensure resources are effectively coordinated for Customer project execution**

- **Analyze and coordinate Customer projects and forecast demand**

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SOLUTIONS DEVELOPMENT

- **Develop overall solutions delivery processes to meet Customer requirements**
- **Analyze Customer offerings to ensure the incorporation of "best practices" and resources to deliver Customer projects**
- **Responsibility for National Realty Policy**
- **Responsibility for National Broker Contract coordination and policy**
- **Coordinate resources to meet special Customer solutions requirements**

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SOLUTIONS IMPLEMENTATION

- **Evaluate implications of new offerings**

- **Evaluate the overall delivery of the solutions; service programs; and asset management handoff**

Evaluate Customer responses to ensure offerings developed and implemented meet expectations and requirements

- **Coordinate with OCA, Portfolio, Realty Services and the Regions to ensure consistent and appropriate solution implementation**

- **Monitor solution implementations to ensure consistent delivery across PBS and our Customers**

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ACOE/GSA BOSTON
PARTNERING WORKSHOP
January 15, 2004

Agenda Topics

- **Customer Satisfaction Survey**
- **Regional Account Manager Program**
- **Customer access via GSA.GOV**
- **Federal Supply Service**
- **Federal Technology Service**
- **Open Discussion**

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ACOE/GSA MOBILE PARTNERING WORKSHOP
March 3, 2004

Agenda Topics

- **Exterior Federal Building Renovation**
- **Facility Issues / Communication**
- **Physical Security**
- **Site Visit – Roofing Project**
- **Quarterly Tenant Meetings**
- **Service Call Response Procedures**
- **ACOE Budget Review**

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ACOE HEADQUARTERS
SUMMARY REVIEW
March 10, 2004

Agenda Topics

- **Future of ACOE Facilities**
- **A76 / Contracting Out**
- **Real Estate and Logistics Communities of Practice (COP)**
- **Federal Space Needs**
- **Real Property Asset Management**
- **Telework Policies**
- **Best Practices**

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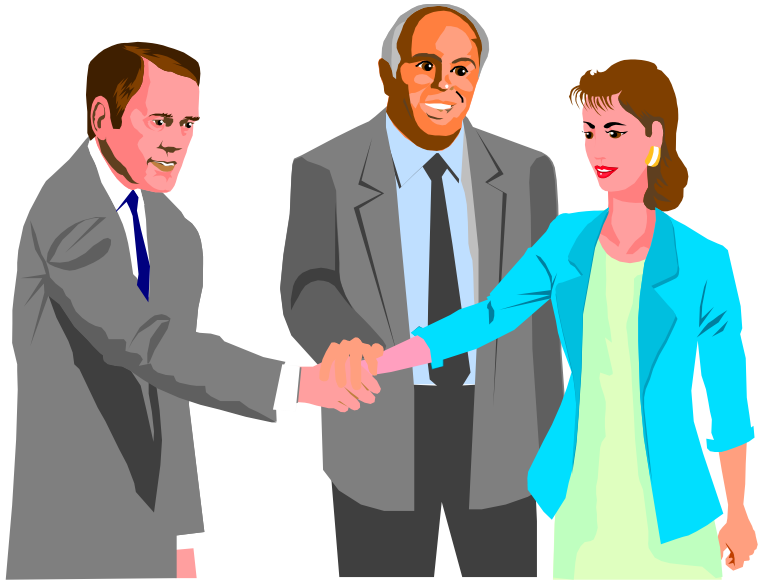
In Partnership, We Can . . . . . .



Service Your Needs & Meet

Thank You !

Questions & Answers